

To better serve department human resources offices, the Personnel and Payroll Services Division, Operations Bureau has established a central e-mail address to escalate personnel and/or payroll issues. Supervisors and managers in department HR offices can now direct their communication to PPSDOps@sco.ca.gov.

Please ensure you have called a designated contact number (see Contact List) first before escalating an issue. Examples of issues to escalate may include not receiving a return call after 5 business days (not regarding status/receipt of documents), issues related to punitive actions, employee grievances, and personnel/payroll/benefits for Judges, Legislators and other Statutory employees.

When escalating an issue via email, please include the area for the inquiry (i.e. benefits, disability, retirement, etc.) and provide the following information:

- Your name, title, department, and contact information
- The name of the impacted employee (we will call you if the social security number is needed)
- A clear statement of the issue or problem
- Your specific question
- An outline of the research already conducted
- The name(s) of anyone that you have already spoken to at SCO regarding your question/issue and date(s)
- Any additional background necessary to research your question (for example: the form submitted, when it was submitted).

You will receive a response from us within 48 hours. Thank you for your cooperation.

PPSD Operations Contact List

Unit	First Point of Contact
Position Control	(916) 323-4928
CSU Audits	(916) 372-7200
CSU Payroll	(916) 372-7200
CS Audits	(916) 372-7200
Disability	(916) 372-7200
Payroll	(916) 322-7200
Benefits	(916) 322-7200
Misc. Deduction/W-2	(916) 322-7200
Retirement	(916) 324-1471

Other Important PPSD Contacts

Reciprocity Line	(916) 319-9067
ACA Application Support Group	(916) 322-3770